

## Common ACS Login Error Codes

| ACS Error Code   | Check This...  |
|--|--|
| External DB account disabled   | Check if AD account disabled   |
| External DB account expired  | Check if AD account is expired   |
| External DB account locked out   | Check if AD account is locked out  |
| External DB account restriction  | Check for proper group membership  |
| External DB password expired   | Check for expired AD password  |
| External DB password invalid   | The user may be entering a password during automatic password change that does not conform to password requirements. |
| External DB reports about an error condition                                   | This is an AD error which ACS cannot interpret   |
| External DB user invalid or bad password                                       | User typing in username or password incorrectly  |
| External DB user unknown   | Username does not exist  |
| Windows dialin permission required   | Check that Remote Access Permission (Dial-in or VPN) on the Dial-in tab of the AD account is set to ALLOW.           |
| Windows domain controller not found  | No Domain Controller is available  |
| Windows External DB user access was denied due to a Machine Access Restriction | There is a machine restriction on their AD account that is preventing them from logging in.                          |
| Windows login server unavailable   | No Domain Controller is available  |
| Windows login time restriction   | There is a login time restriction on their AD account that is preventing them from logging in.                       |
| Windows login type not granted   | There is a login type restriction on their AD account that is preventing them from logging in.                       |
| Windows password change failed   | The user entered too many passwords during automatic password change that do not conform to password requirements.   |
| Windows user must change password  | User must change AD password.  |
| Windows workstation not allowed  | There is a machine restriction on the AD machine account that is preventing them from logging in.                    |